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## ARIZONA DEPARTMENT OF ADMINISTRATION

### ARIZONA STRATEGIC ENTERPRISE TECHNOLOGY (ASET) OFFICE

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## **ACTION REQUIRED: IMPORTANT UPDATE REGARDING THE AZNET CONTRACT**

### **PLEASE READ CAREFULLY. EACH PARAGRAPH CONTAINS DEADLINES THAT AFFECT SERVICES TO YOUR AGENCY!**

Agency CIOs, CFOs and Telecommunications Contacts:

We are in the last month of the State's telecommunications outsourcing contract with Accenture (AZNet I). As communicated before, we have initiated a Continuity Operational Plan (COP) to meet the needs of State agencies, boards and commissions. Black Box Network Services is under a month to month contract to execute the COP and will perform essential state business until the voice and network contracts are awarded and the new contractors are in place and performing. Transition plans with Black Box are in progress, and the ASET EIC team is working directly with Black Box and Accenture to ensure a smooth and seamless transition.

#### **Continuity Operational Plan (COP):**

- a. New Project Guidelines: New project requests will be evaluated for the scope, complexity, and level of effort by ASET EIC. Based on the evaluation outcome, project requests will either be submitted under the COP to Black Box Network Services for completion or will be placed in a holding queue for prioritization until the awarded RFP vendors are fully transitioned.
- b. New RFI Guidelines: New RFI requests will be evaluated by ASET EIC for the scope, complexity, and level of effort. Based on the evaluation outcome, RFI requests will either be submitted under the COP to Black Box Network Services for completion or will be placed in a holding queue for prioritization until the awarded RFP vendors are fully transitioned.
- c. New Remedy/MAC Guidelines: All MAC requests received **after January 24, 2012** will be submitted to the COP provider (Black Box Network Services) for completion after January 31, 2012 in order to maintain business needs.

Following are some important dates and guidelines pertaining to the transition for you to know. **Please note that item c has been revised from previous communications:**

#### **AZNet I Operations:**

- a. Accenture Invoices: Please be diligent in processing Accenture invoices for payment. Accenture's last day at the State is **January 31, 2012**. All invoices must be **paid in full** by that date. If you have issues with an invoice, please immediately open a Remedy ticket for billing and identify your concerns.

b. Projects in Process: If you have an AZNet I project in process, please be focused on tasks your agency has associated with the project to help keep the project on track. Effective November 14, 2011, the turnaround time for review and approval of workbooks was shortened from seven days to three work days so that inventory and billing can be updated before the end of the Accenture contract. **Approval of workbooks not made within three work days will automatically be assumed approved and processed.**

c. Remedy/MAC Guidelines: EIC has instructed AZNet I services provider that all Remedy ticket requests for MACs (move, add, or changes) opened by January 24th, 2012, will need to be completed by AZNet I resources by January 31, 2012 and billed accordingly. The billable items after AZNet I final billing close date in January will be submitted to agencies through manual invoicing by Accenture in February and not through BillPort. Accenture will submit the manual invoice by email to the agencies.

### **Telecommunications Expense Management:**

In late December agencies received their **first Telesoft** invoice in addition to the regular Accenture invoice. The Accenture contract ends 1/31/12 and Telesoft is the provider replacing Accenture for billing and telecommunications expense management services (TEM).

- a. The **Telesoft** invoice contained the EIC (formerly TPO) Charge and a "Transition Fee."
- b. The Accenture invoice contained the normal seat/non-seat and carrier charges, but it **did not** contain the EIC Charge.
- c. Both invoices are to be paid.

The transition fee is a one-time charge allocated to all agencies based upon agency spend (to ensure agencies are paying for their fair share) to cover the costs to the State associated with transitioning billing and TEM services from Accenture to Telesoft. Agencies received a notice from OSPB in July 2011 informing the agencies to set aside funds associated with the IIC charge FY 2012 to cover the costs of transitioning services from Accenture to the new TEM/Billing provider along with the new Voice and Network Providers (not yet awarded). The transition fee included the December invoice covers the estimated costs associated with the TEM/Billing transition.

Your participation in this transition process is greatly appreciated. Your distribution of this information and cooperation with the process will help minimize disruption and confusion for your agency during the transition. If you have any questions, please contact the EIC at 602-364-1106 or [ASET\\_EIC@azdoa.gov](mailto:ASET_EIC@azdoa.gov) and you will be directed to the team member that can address your specific question.

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